



ITIL® Intermediate Release, Control, and Validation

Certificate: ITIL® Release, Control, and Validation Capability

Duration: 5 days

Delivery: Classroom, Virtual Classroom

Accreditor: PEOPLECERT

Credits: 4 Credits to ITIL Expert

PMI® PDUs: 38

Course Description:

This 5-day course immerses learners in the practical aspects of the ITIL Service Lifecycle and processes associated with the Release, Control and Validation of services. The main focus of this course is on the operational-level process activities and supporting methods and approaches to executing these processes in a practical, hands-on learning environment. This training is intended to enable the holders of the certificate to apply the practices during the Service Management Lifecycle. This course is designed using an engaging scenario-based approach to learning the core disciplines of the ITIL best practice and positions the student to successfully complete the associated exam.

Audience:

- Individuals who have their ITIL Foundation Certificate who want to pursue the intermediate and advanced level ITIL certifications
- IT professionals involved in IT Service Management implementation and improvement programs
- Release Manager
- Security Administrator
- IT Operations Manager
- Database Administrator
- Security Manager

Learning Objectives:

At the end of this course, you will be able to:

- Understand Service Management as a Practice and Service Transition principles, purpose and objective
- Know the important role of Release, Control and Validation in service provision and understanding of how the in-scope processes interact with other Service Lifecycle processes
- Understand the application of Release, Control and Validation processes, activities and functions to achieve operational excellence
- Measure Release, Control and Validation performance
- Understand the importance of IT Security and how it supports Release, Control and Validation
- Understand technology and implementation requirements in support of Release, Control and Validation
- Identify the challenges, critical success factors and risks related with Release, Control and Validation

Prerequisites:

- ITIL Foundation Certification

In addition, it recommended that participants attending this course are familiar with IT terminology and understand the context of Release, Control and Validation management in their own business environment. It is also strongly recommended that participants read the ITIL Service Lifecycle core publications in advance of attending training for the certification, and in particular the Service Transition and Service Operation books.

Course Student Material: Participant reference material contains the concepts that are covered in the class and a workbook that contains all the exercises and includes answers in the appendix. The Exam Preparation Guide contains the two sample exams released by APMG. Available as e-books.

For eBooks:

- Internet is required only for downloading the eBook. The eBooks can be read offline.
- eBooks can be downloaded and read on the following devices Laptop, tablet, Smart Phone, eReader PDF Reader, recommended Adobe Reader.
- Instructions for download and activation are available here.

About the Examination:

- Multiple choice: 4 answers worth 5, 3, 1, 0 marks.
- 8 scenario based questions
- 28 marks required to pass (out of 40 available) - 70%
- 90 minutes' duration
- Closed book

Course Agenda:

Day1	Day2	Day3	Day4	Day5
1. Service Transition	3. Service Asset & Configuration Mgmt	5. Service Validation and Testing	8. Knowledge Management	Exam Preparation
2. Change Management	4. Release & Deployment Management	6. Request Fulfillment		Mock Exam
Lunch	Lunch	Lunch	Lunch	Lunch
2. Change Management	4. Release & Deployment Management	6. Request Fulfillment	9. Technology & Implementation Considerations	Exam
3. Service Asset & Configuration Management	5. Service Validation and Testing	7. Change Evaluation		
Homework	Homework	Homework	Homework	

Syllabus:

<http://www.itil-officialsite.com/Qualifications/ITILQualificationLevels/ITILIntermediateLevel.aspx>



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